

---

### Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-48

Health & Safety Consultation

---

Toyota Material Handling UK Ltd.'s (TMHUK) policy in respect of team member consultation with regard to all health & safety issues, work processes and activities, to ensure that the process of consultation and information dissemination takes place.

#### **Why is consultation with team members important?**

- 1.0 Consultation on the health, safety, and welfare of all team members is vital to ensure health and safety is managed effectively.
- 1.1 Consultation helps promote a positive health and safety culture and ensures that everyone is given an opportunity to influence health and safety policies and procedures.
- 1.2 Without co-operation between the company and team members, the chances of managing health and safety effectively are reduced. Everyone can be affected if such communication fails, and the chances of things going wrong are increased.
- 1.3 To ensure effective communication TMHUK has established a 'safety forum' where representative from each sector are invited to attend a meeting every quarter to discuss all health and safety issues that could have an effect on team members, including:
  - changes in policies, procedures or processes
  - implementation of new tooling
  - arrangements for assistance by competent people
  - hazards, risks and their control measures including policies, procedures and safe working practices
  - planning of health and safety training
  - consequences arising from the introduction of new technology and processes.
  - Accident/Incident reports
- 1.4 As well as via formal consultations, TMHUK encourages discussing or passing on information by other methods (See SM-42 Communication) such as:
  - Personal Development and Performance Reviews
  - health and safety to be on the agenda at all departmental or management meetings
  - kaizen forms
  - regularly update information on notice boards and displays
  - pass on information via newsletters and internal publications
  - send e-mail alerts to all team members
  - QSE SharePoint
- 1.5 Team members may raise any health & safety concerns at any time. In the first instance the matter should always be raised with their leader who may pass on to the Depot Safety Champion. If unresolved or further advice is necessary it should be raised with a member of the Quality, Safety & Environmental Team.

---

# Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-48

Health & Safety Consultation

---

## **Foreign workers/workers who do not understand English well**

- 2.0 TMHUK will consider how to communicate essential information to team members who do not speak or read English, or who may have difficulty understanding written or spoken English.
- 2.1 Where possible TMHUK are making more use of photographs and diagrams in work instructions, etc. and will consider whether workplace safety signs and signals can be clearly understood and make changes where appropriate.
- 2.2 When the above is not effective TMHUK will deliver information through a translator or use visual presentations, rather than delivering written or oral instructions.

## **Records**

- 3.0 Most consultation will be informal and therefore undocumented. Where formal consultation takes place, the responsible leader should keep records of such events for not less than 5 years.
- 3.1 Minutes taken at safety council and departmental or management meetings are to be recorded and kept for not less than 5 years.